

AUGUST, 2026

NEWS @ CH

CASSELLHOLME



Wondering what all those construction sounds are all about, check out the live web cam on our website.

www.cassellholme.ca/redevelopment/live-web-camera/



The new code for our front door has been updated to 2026*

[More on page 03.](#)

To see photos of some recent summer activities on our Facebook page.

www.facebook.com/cassellholme



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WHAT'S NEW

@ CASSELLHOLME



SATISFACTION SURVEY IS COMING IN SEPTEMBER!

Your Voice Matters! In early September, our annual Resident, Family, and Staff Satisfaction Survey will be available — a chance to tell us what we're doing well and where we can improve.

Your feedback feeds directly into our Quality Assurance and Performance Improvement Program. We review every result to identify strengths, set priorities, and build action plans that shape the care and experiences we provide every day.

When the survey goes live, we'd love for everyone to take part. Every response helps us keep building a safe, welcoming, Resident-centred Home.



DON'T MISS YOUR CHANCE FOR A TRISHAW RIDE!

Book now — it's a real treat! The seating "basket" is easy to get into, with soft, comfortable cushions and a seat-belt for each passenger. To book your ride, contact Jen Leach in the Activities Department **705-474-4250 ext. 225** or **leachj@cas-sellholme.on.ca**.



TWO NEW BBQ SEATINGS ADDED — SUNDAY, SEPTEMBER 27TH! [4³⁰ OR 6⁰⁰!]

Family and friends of Residents and/or staff are welcome.

[see ad on the back page].

Decide which meal combo you'd like and purchase your ticket in the General Store before noon on Thursday, September 24th. Staff can also buy tickets.

MENU OPTIONS:

Hamburger Combo **\$8.50**

*hamburger, bun, small
chips and a pop*

Hot Dog Combo **\$7.50**

*hot dog, bun, small
chips and a pop*



We encourage you to buy early to help us plan. Let us know if you'd like a vegetarian option.

Thank you to everyone who has already bought a ticket. Your support for our hardworking staff is very much appreciated!



**ORIENTATION NIGHT –
NEW SESSION ADDED:
THURSDAY, SEPTEMBER
10TH AT 6:00 P.M.**

The first Orientation Night was held in July. Due to the number of new Residents and popular demand, we've added a September session!

Moving into LTC is a significant transition for Residents and their families/friends. Join us for a chance to meet and talk with members of our leadership team. You'll also learn about the services, programs, and people who support Residents every day. Some of the topics covered:

- ✓ the roles of each department and how they support Residents
- ✓ nursing care and services provided by our Nurse Practitioners and medical team
- ✓ how physicians and other health-care professionals provide care to Residents
- ✓ external services available to support Residents and their loved ones
- ✓ care conferences and how families/friends can participate in care planning
- ✓ recreation and activity programs
- ✓ dining services and the Resident dining experience
- ✓ who to contact when you have questions or concerns
- ✓ what to expect from life at Cassellholme

This session is especially intended for loved ones of Residents who've moved in since June, but everyone is welcome. It's a great opportunity to ask questions, meet other families, and gain a better understanding of life at Cassellholme.

We want every Resident and their family/friends to feel welcomed, informed, and confident – and to know where to turn for support throughout your journey with us.



**THE NEW CODE FOR OUR
FRONT DOOR HAS BEEN
UPDATED TO 2026*.**

This new code will be needed any time you're leaving Cassellholme. Please take a moment to make a note of it or keep this info handy. You'll also find the code posted by the front door for easy reference.



SPOTLIGHT ON OUR PHYSICIANS

THREE DOCTORS, ONE REMARKABLE TEAM

Cassellholme has three Attending Physicians — and that's something worth celebrating. LTC physicians are in short supply, especially ones who bring this level of skill, availability, and heart. We're incredibly lucky to have three who know our Residents well and stay deeply involved in medicine throughout our community.

Dr. Renée Gauthier — Willow, Cedar, Spruce, Larch and the BSTU



As Medical Director, Dr. Gauthier helps guide medical care across the Home and supports our clinical teams on quality, policy, and planning. Her background spans psychology, family medicine, geriatrics, and responsive behaviours — expertise she brings daily to Residents on the BSTU and beyond.

Dr. Danielle Nelson — Fir



Dr. Nelson blends community and acute-care experience, helping her manage everything from everyday care to sudden health changes and end-of-life conversations with a calm, practical approach.

Dr. Kara-Anne Green-Ward — Birch



Dr. Green-Ward combines family medicine with hospital experience, working with Residents, families, and the team to navigate aging and frailty.

Their Work Doesn't Stop Here: All three physicians are trained in acute medicine — two are former ER doctors and remain active hospitalists. Beyond Cassellholme, they balance community practices, hospital work, teaching, and on-call shifts, sharing an after-hours rotation so Residents always have access to care.

End-of-life care is close to this team's hearts. Two are MAiD providers, and all three offer palliative care, understanding that great medicine often means comfort and support through life's hardest moments.

They're just as multi-dimensional off the clock: Dr. Nelson bakes, Dr. Green-Ward mountain bikes, and Dr. Gauthier is rediscovering her love of art. All three enjoy camping when they get the chance to unplug.

Our Residents aren't cared for by doctors working in isolation — they're supported by a team bringing the emergency department, hospital ward, classroom, and community clinic with them every time they walk through our doors.



CARE PLANS

EVERYONE HAS A ROLE

WHY CARE PLANNING MATTERS

A care plan is a living guide to how we support each Resident — their individual needs, preferences, strengths, and goals. It helps our whole team provide safe, consistent, person-centred care.

As mandated under the Fixing Long-Term Care Act, 2021, every Resident has an individualized care plan. Each plan is built from ongoing assessments of needs and risks.

WHY DO CARE PLANS CHANGE?

Because our Residents do! A care plan must always reflect how a Resident is doing today — not last week or last month.

We update plans whenever there's a change in things like physical health, mobility, behaviour, cognition, communication, mood, pain, comfort, nutrition, hydration, falls, injuries, medications, or treatments. Residents' goals and preferences are also taken into account along with family or other SDM/POA information.

EVERYONE PLAYS A PART

- ✓ **PSWs** observe Residents while providing daily care. They report and document any changes, and follow the current care plan.
- ✓ **RPNs/RNs** assess Resident changes, update the care plan, and keep the clinical team informed.
- ✓ **The Interdisciplinary Team** shares observations and collaborates to shape individualized care. They also change or add interventions/prescriptions as needed.

Overall, it is their collective responsibility to ensure each Resident's care plan reflects the Resident's current care needs.

- ✓ **Residents and families** are invited to share preferences, goals, and concerns — and are always welcome at the table.

Person-centred care means building the plan with the Resident — honouring their values, culture, and choices, and reviewing it regularly to keep pace with their life.





INFECTION PREVENTION & CONTROL

Preparing for Respiratory Season

As we head into September, we're entering respiratory season — the time of year when viruses like the flu [influenza], COVID-19, and RSV [respiratory syncytial virus] tend to circulate more. Because our Residents can be more vulnerable to these illnesses, we start preparing early, watching closely for symptoms, preventing spread, and responding quickly when cases come up.

Influenza Vaccines Are Coming This Fall

This fall, we'll offer the influenza vaccine to eligible Residents with consent on file. Residents in LTC are at higher risk for flu complications, so we recommend vaccination as soon as it's available. Families and visitors — don't forget your own flu shot! Talk to your healthcare provider or pharmacy to book yours.

Outbreaks: Suspected vs. Confirmed

An outbreak is an unexpected increase in illness among Residents and staff, caused by bacteria, viruses, or parasites. Outbreaks can involve respiratory infections [runny nose, sore throat, cough, fever] or gastrointestinal infections [nausea, vomiting, diarrhea] — our focus this time of year is respiratory illness.

Declaring an outbreak allows us to identify, control, and stop the spread of illness as quickly as possible — for some Residents, these infections can be serious or even life-threatening.

LTC Homes are legally required to report outbreaks to the local Medical Officer of Health and work with the Health Unit to prevent further spread.

Suspected Outbreak: When we suspect an outbreak, we strengthen our IPAC practices, limit movement within and outside the affected unit, and increase symptom monitoring and cleaning. These steps help determine whether the situation meets the case definition for a confirmed outbreak.

Confirmed Outbreak: Once confirmed, we notify Residents, staff, and visitors, and increase precautions — signage, monitoring, cleaning, PPE, and changes to activities or visiting. We also report to the local health unit and relevant ministries as required. Throughout, we work closely with the Health Unit while balancing infection prevention with our Residents' emotional and social well-being.

Thank you for helping us keep our Residents safe this season. We'll share more on how visitors can help in next month's newsletter!



Hannah Bryant
Manager,
Infection Prevention
& Control [IPAC]
ext. 293



STAYING CLOSE & STAYING WELL

Fall is Approaching

As the days get shorter and cooler, it's a great time to find small ways to stay close with your loved one at Cassellholme, while also doing your part to keep everyone healthy this respiratory season.

A few health reminders:

- ✓ Get your vaccinations – flu, Covid, RSV. If you haven't already, talk to your health-care provider or pharmacy about booking the vaccines appropriate for you.
- ✓ Feeling unwell? Consider postponing your visit. Even mild cold or flu symptoms can pose a risk to Residents – a phone or video call is a great way to stay connected until you're feeling better.
- ✓ Wash or sanitize your hands when you enter the building, enter any room, use the washroom and before you leave.

A few ways to stay connected:

- ✓ Bring the outdoors in. A small bouquet of fall leaves, a pumpkin, or a favourite seasonal treat can brighten a visit and spark conversation.
- ✓ Plan around their best time of day. Many Residents have more energy earlier in the day – a morning coffee visit might mean more than a longer one later on.
- ✓ Try a shared activity. A simple puzzle, photo album, or favourite music can make a visit feel easy and comfortable, even on days when conversation is harder.
- ✓ Come to an activity that your loved one would enjoy and 'hang out' with them or help them to participate.
- ✓ Keep in touch between visits. A short call, card, or **Send-A-Card** can go a long way.





MEET THE TEAM

BEHAVIOURAL SUPPORT

WHAT IS BEHAVIOURAL SUPPORT ONTARIO [BSO]?

Behavioural Supports Ontario [BSO] is a province-wide program providing behavioural health-care for older adults experiencing — or at risk of — responsive behaviours related to dementia, complex mental health, substance use, or other neurological conditions. You may hear these called "responsive behaviours" or "personal expressions" — words, actions, or gestures used to express an unmet need or reaction to their environment, whether verbal [crying, repetitive questions] or physical [pacing, fidgeting].

CASSELLHOLME'S BSO TEAM

Specifically, our BSO Team supports Residents experiencing:

- ▶ Changes in mood
- ▶ Changes in behaviour
- ▶ Challenges when responding to others

These changes can stem from dementia, illness, pain, unmet needs, or shifts in a Resident's environment. Whatever the cause, our team is here to help find answers and offer support. The team includes:

- ▶ A Registered Practical Nurse [RPN],
- ▶ Personal Support Workers [PSWs]
- ▶ A Recreation Therapist

Rather than behaviours to manage, we see them as a form of communication — often pointing to a need a person can't easily express in words.

Our BSO team works closely with Residents, families, and the care team to build personalized strategies for comfort and well-being. For those navigating a challenging visit, here are a few tips that can help:

- ▶ Opt for shorter, more frequent visits rather than one long one
- ▶ Meet them in whatever emotion they're feeling, rather than trying to redirect it
- ▶ Pay attention to their best time of day
- ▶ Keep routines predictable when you can
- ▶ Choose a quiet spot — minimal noise or activity
- ▶ Lean on touch, sight, or other senses to connect if words are difficult
- ▶ Let go of expectations — a visit can still be meaningful even if it doesn't go as planned

The BSO Team also supports staff through education, coaching, and hands-on guidance — helping everyone provide consistent, person-centred care, day in and day out.

Together, we're building a safe, respectful space where every Resident feels understood, valued, and supported.



BUDGETING

FUNDING BREAKDOWN

WHERE DOES OUR FUNDING GO?

The charts show how Cassellholme's funding is split between departments. Our \$34.1 million operating budget is funded mainly by the Province of Ontario, Residents' co-payments, and contributions from our nine supporting municipalities.

The purple chart shows that most of our \$34.1M overall budget – \$23.1 million, or 68% – goes toward direct care for Residents. This includes frontline staff like PSWs, RPNs, and RNs, as well as Activities, Physiotherapy, and clinical administration. The rest of the budget is spread fairly evenly across other departments.

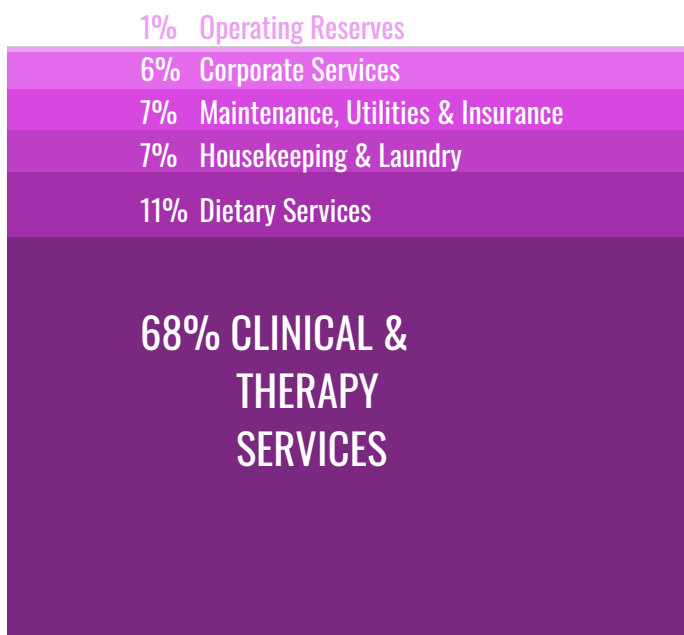
The blue chart shows how the \$3.3 million municipal operating levy – the portion of property taxes our nine supporting municipalities contribute – is spent. As with the overall budget, the largest share, \$1.3 million [38%], goes toward direct care for Residents.

Every Cassellholme budget decision reflects the same priority: putting as much funding as possible into direct care for Residents.

Our mandate is minimal overhead, maximum care, and reserves set aside to protect that commitment going forward.

\$34.1M

2026 OVERALL OPERATING BUDGET



\$3.3M

2026 MUNICIPAL OPERATING LEVY



**TWO NEW
BBQS ADDED**



HAMBURGER, COLD SALADS,

\$8.50

COLD DRINK & DESSERT

Nº 37351897

Nº 37351897

HOT DOG, COLD SALADS,

\$7.50

COLD DRINK & DESSERT

Nº 37351897

Nº 37351897

Tickets are available in the General Store. We encourage you to buy your tickets early to help us plan for the BBQs. Let us know if you would like a vegetarian option.

COMMUNITY BBQ SOCIAL

**SUNDAY
SEPTEMBER 27
4:30 OR 6:00 P.M. OPTIONS**

FUNDRAISERS

Help us celebrate our terrific, hardworking staff. All ticket sales will be used to fund staff "THANK YOU" events throughout the year [such as the Holiday party].

EVERYONE IS WELCOME
RESIDENTS, FAMILIES, FRIENDS & STAFF

